

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.1

DATE: November 16, 2011

ACTION REQUESTED: Information Only: Complaint Intake and Investigations Update

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

PROGRAM UPDATE

Staff

To date, we have not received any applications for NEC positions in Northern CA.

On November 1, we were notified the Department of Finance (DOF) approved the Operational Efficiency Plan for the State and Consumer Services Agency (Agency). This resulted in a limited freeze exemption process, in that, requests can now be approved at the Agency level versus DOF and the Governor. As a result, we received approval to hire three SSM Is, one supervising SI, six SIs, one AGPA, and one OT which was greatly reduced from our original request. It must be noted that in 2009, prior to the approval of 37 additional positions created from the Consumer Protection Enforcement Initiative (CPEI), Enforcement employed 5.5 OTs. We currently have 1.5 OTs; therefore, our exemption fails to even restore us to 2009 levels when we were already severely understaffed. Analysts continue to perform much of the support staff duties, hampering our progress to reduce case completion times and utilizing more highly paid personnel to perform clerical duties.

We have had the opportunity to hire, as follows:

Investigations:

Northern – We have one SI who cleared background investigation and joined our team on October 31. We have two vacant SI positions remaining.

Southern – Interviews were conducted October 12, 13, 14 to fill seven special investigator positions and the supervisor position. Although we were fortunate to have many qualified candidates, we were only able to extend two SI offers (pending successful background checks), due to the hiring freeze restrictions. Additional interviews will be held in the near future.

Two SIs attended the Regulatory Investigations class the week of October 24-28.

Program - Complaints

The three complaint intake analysts are being trained to review and evaluate new complaints and investigative reports, and refer cases to expert witnesses. These duties are intended to be shared with five NECs, so they are extremely overwhelmed with the amount of work coming across their desks and

have had to work overtime to try and relieve some of the back log.

Applicants - Licensing staff received additional training on how to identify and request the documents enforcement needs to review and evaluate a new applicant case. Additionally, an email blast was sent to the directors and deans of all California nursing schools letting them know how their students can expedite their application process when there are enforcement matters. When files are complete, enforcement can review and approve the cases in less than one month. Our goal continues to be less than two weeks.

Kathy Hodge, Deputy Chief of Complaints and Investigations, has accepted an invitation to speak at the annual Association of California Nurse Leaders conference regarding enforcement matters pertaining to nursing school pre-enrollment and nursing student graduates. The conference is being held on February 7, 2012 in Rancho Mirage, CA.

As part of our new quality assurance process, all case closures must have a written justification and management approval.

Until we are able to hire support staff, the Complaint Intake analysts are unable to request and track evidentiary documents for all new consumer complaints to support the nurses and/or investigators, as planned.

Fingerprint Requirement – Letters continue to be sent to non-compliant individuals during their renewal cycle. Approximately 5,000 licensees failed to comply with the retroactive fingerprint requirement. Some complied upon learning their license will be inactivated. We receive a large amount of returned mail, indicating these nurses are failing to change their address as well. All non-compliant individuals have had their license inactivated and referred to enforcement.

Nursys – The DCA electronically transmitted all of our licensing information to Nursys on October 12, 2011. Nur Rajwany, Chief Information Officer from the National Council of State Boards of Nursing flew out to California to provide training to our staff on the new features and reports available from Nursys on October 17. Automatic discipline notifications began on October 18. A report was run which showed 1,096 out-of-state disciplinary actions that occurred between February 2009 and October 17, 2011, subsequent to the SCRUB download. These cases cannot be opened and worked until we have sufficient clerical staff to request records.

Program - Investigations

Two retired annuitant (RA) SIs are actively working our cases in Northern California. We have four special investigators working fairly independently on cases, three of which have completed their first draft reports. The RAs are available to help conduct investigation interviews as needed.

Investigator travel expenses are a concern facing BRN. Management was told the DCA has met the allotted number of state vehicles permitted under the Governor's new restrictions; investigators are required to use a personal vehicle to conduct investigations and expense the use at 0.55 cents/mile. A comparison of costs was done to pay travel expenses for use of personal vehicle with using a state vehicle on a monthly basis.

Comparison	1200 miles	2000 miles
State Vehicle (includes fuel & maintenance)	\$350	\$445
Travel Expense (0.55)	\$600	\$1,000

Management staff was also advised the DCA has met the allotted number of cell phones under the Governor's cell phone restrictions. We redirected all non-essential cell phones from other BRN staff to the current investigators. An exemption request is being submitted to DCA OIS to procure cell phones for all vacant investigator positions. BRN management has relayed extreme concern to DCA staff that investigators will be traveling to remote and unsafe areas without a means to contact emergency services or their supervisor.

We continue to utilize the resources and expertise of DOI for cases that meet their investigation criteria, as well as those that are prioritized as high or urgent – particularly in Southern California, as we have not hired BRN investigators. Only routine case investigations are held for BRN investigation.

All 2009 cases are either assigned to BRN investigators or have been referred to DOI. Approximately 234 of the 2010 cases still need to be reviewed and assigned to either DOI or BRN.

Statistics

For fiscal year 2011/12, as of September 30, 2011, we received 1,721 complaints, as compared to 2,172 this time last fiscal year – largely due to completion of retroactive fingerprinting. There are 873 DOI investigations and 84 BRN investigations assigned and pending completion.

Please review the enforcement statistics reports in 8.4 for additional breakdown of information.

NEXT STEP:

Continue filling vacant positions as allowed within the hiring freeze limitations. Continue to monitor statistics for improvement in case processing time frames. Follow directions given by committee and/or board.

FINANCIAL IMPLICATION, IF ANY:

None at this time. Updates will be provided at each DDC meeting for review and possible action.

PERSON TO CONTACT:

Kathy Hodge, Deputy Chief, Complaints and Investigations
(916) 574-7678

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.2

DATE: November 16, 2011

ACTION REQUESTED: Information Only: Discipline and Probation Update

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

PROGRAM UPDATE

Staff

The Discipline and Probation Units each have a full-time permanent Office Technician (OT) vacancy, as well as limited term OT positions. We received approval to fill one OT position and will begin the interview process. The limited term positions have just over 11 months remaining of the 24 months allowed. These vacant positions leave the Discipline and Probation unit without clerical support.

Effective September 12, 2011, the vacant probation monitor position was filled with a lateral transfer from a BRN legal support analyst. The vacant legal support position left by the lateral transfer was filled October 31, 2011 with a transfer from the Cemetery & Funeral Board; this is a 12 month limited term position.

On October 12, 2011, a new AGPA transferred from the Bureau of Automotive Repair to the Discipline Unit.

Program - Discipline

The Discipline and Probation staff continues to prepare default decisions from the Oakland and San Francisco AGs offices. Although we would like to take on the other AG office locations, we are unable to do so until we are authorized to put the appropriate level of personnel in place.

Staff continues to increase its usage of citation and fine as a constructive method to inform licensees and applicants of violations which do not rise to the level of formal disciplinary action. The new analyst in the discipline unit is working to process the backlog of pending citations.

As workload is transitioned from Discipline to Complaint Intake the analysts will begin auditing charges from the AG's offices to determine if the BRN is being charged appropriately. It is more important than ever to regularly audit AG billing since the Governor signed legislation which limits billing disputes with the AG's office to 45 days after a bill has been submitted for payment by an agency.

Program - Probation

The Probation unit presented the probation monitoring module at the DCA's Enforcement Academy on September 23, 2011 and received positive feedback for their participation.

The Probation unit is preparing to provide training to the Sacramento, Los Angeles, and San Diego AG's offices on implementing terms negotiated during settlement. Training has already been given to the San Francisco and Oakland offices.

On September 15, 2011, Probation and Diversion management met with the president of FirstLab, Scott Storrer to provide suggestions for enhancing our random drug screening program. On September 28, 2011, follow-up was provided by Scott Storrer and FirstLab has responded to our suggestions by potentially adding 64 new testing labs throughout California, providing expert witnesses who are available on the West Coast to decrease costs to the BRN, and providing webinar training to the Attorney General's office regarding positive alcohol drug screens and relapse information (at their cost).

The Probation unit continues to work on the Nursys discipline data comparison project (SCRUB) and will continue to do so until all records have been reconciled against California's records.

The status of the documents reviewed:

Referred to the Attorney General	391
Pleadings Received	339
Default decisions effective	109
Referred to Cite and Fine	43
Closed Without Action (Action taken by CA (prior to 2000) but not reported to Nursys or information approved at time of licensure)	682
Settlement or Decision Pending	189
Surrenders effective	33
Probation or Reprimand	61

AG COSTS:

As of August 31, 2011, the BRN has expended \$765,758 at the AG's office on the Nursys Scrub cases.

Statistics - Discipline

There are 1,100 discipline cases pending at the AG's office which continues to remain at a very high level. The BRN continues to be the AGO's largest client, surpassing the Contractor's State Licensing Board.

Please review additional statistical information which can be found under item 8.4.

Statistics – Probation

Below are the statistics for the Probation program from July 21, 2011 to September 28, 2011.

Probation Data	Numbers	% of Total
Male	150	26%
Female	427	74%
Chemical Dependency	304	53%
Practice Case	189	33%
Mental Health	3	<1%
Conviction	84	15%
Advanced Certificates	56	10%
Southern California	315	55%
Northern California	262	45%
Pending at the AG	74	13%
License Revoked	1	<1%
License Surrendered	3	<1%
Terminated	3	<1%
Completed	7	<1%
Total in-state probationers	577	

NEXT STEP:

Follow directions given by committee and/or board.
Regain ability to prepare all default decisions.

FINANCIAL IMPLICATION, IF ANY:

None at this time. Updates will be provided at each DDC meeting for review and possible action.

PERSON TO CONTACT:

Beth Scott, Deputy Chief of Discipline, Probation,
and Diversion
(916) 574-8187

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.3

DATE: November 16, 2011

ACTION REQUESTED: Information Only: Diversion Program Update

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

Program Update

The Substance Use Disorder in Nursing Resource Manual and Guidelines for Alternative to Disciplinary Monitor Programs has been officially published and is available on the National Council of State Boards of Nursing (NCSBN) website. This manual was developed by the nine-member committee established by NCSBN to review discipline and alternative programs. The Diversion Program manager, Carol Stanford, was a part of this committee and assisted in writing the manual. Although it was originally developed for alternative to discipline programs and nursing boards, it also provides “essential theoretical and practical guidelines for clinicians, educators, policymakers and public health professionals.” It will be a useful handbook for all agencies, and others that are involved with monitoring professionals with substance abuse disorders. Some of the chapters include: Substance Use, Abuse and Addiction; Risks and Protective Factors for Nurses; Regulatory Management of Nurses with a Substance Use Disorder; Screening, Intervention and Referral to Treatment; Substance Use Disorder in the Workplace; Types of Programs; Treatment and Continuing Care; Return-to-Work Guidelines; Monitoring and Compliance; Drug Testing; The Importance of Outreach and Education for Alternative Programs; Alternative Program Evaluation. Information contained in the handbook was based on the review of research literature on substance abuse disorders and surveys. “It is a comprehensive resource of the most current research and knowledge synthesized from both the literature and the field.”

Effective October, 3, 2011, Gustave Krumm started in the Diversion Program as an Office Technician. Gus has been employed with the Bureau of Security/Investigative Services since April 2009. He has experience in the field of substance abuse disorders and is looking forward to working in the Diversion Program at the Board of Registered Nursing. The Diversion Program is now fully staffed with no vacancies.

The Diversion Program manager, Carol Stanford and Maximus Project Director, Virginia Matthews presented at a Northern California seminar for Sutter Medical Center California on September 29, 2011. The seminar was designed to provide critical information on the BRN’s Diversion program. Several nursing managers, directors, and supervisors were in attendance and the information and dialogue that occurred was very informative. Staff received positive feedback. A copy of the agenda is available upon your request.

Contractor Update

The Diversion Program Committee, (DPC) continues to meet monthly. Dr. Stephen Grinstead, a leader in relapse prevention research, presented at the DPC meeting on September 6, 2011. The information he provided regarding addiction free pain management and relapse prevention to the staff and managers was vital. He will also provide training at the upcoming Diversion Liaison Committee meeting and Diversion Evaluation Committee Orientation.

Diversion Evaluation Committees (DEC)

A Diversion Evaluation Committee Orientation is scheduled for October 26, 2011. It will be one of the largest DEC orientations with over 17 confirmed new DEC members in attendance.

There are currently 5 vacancies as follows: two Registered Nurses and three public members. Recruitment efforts continue.

Statistics

The Monthly Statistical Summary Report for July and August can be found under agenda item 8.4. As of August 30, 2011, there were 1,584 successful completions.

NEXT STEP:	None
FINANCIAL IMPLICATION, IF ANY:	None at this time. Updates will be provided at each DDC meeting for review and possible action.
PERSON TO CONTACT:	Carol Stanford, Diversion Program Manager (916) 574-7616

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.3.1
DATE: November 16, 2011

ACTION REQUESTED: Diversion Evaluation Committee Resignation

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

In accordance with B&P Code Section 2770.2, the Board of Registered Nursing is responsible for appointing persons to serve on the Diversion Evaluation Committees. Each Committee for the Diversion Program is composed of three registered nurses, a physician, and a public member with expertise in chemical dependency and/or mental health.

There are no resignations to report to the committee.

NEXT STEP: Continue recruiting efforts

FINANCIAL IMPLICATION, IF ANY: None at this time

PERSON TO CONTACT: Carol Stanford, Diversion Program Manager
(916) 574-7616

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.3.2

DATE: November 16, 2011

ACTION REQUESTED: Diversion Evaluation Committee (DEC) Member
Appointments

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

In accordance with B&P Code Section 2770.2, the Board of Registered Nursing is responsible for appointing persons to serve on the Diversion Evaluation Committees. Each Committee for the Diversion Program is composed of three registered nurses, a physician, and a public member with expertise in substance use and abuse disorders and/or mental health.

APPOINTMENTS

Below are the names of candidates who were interviewed and are being recommended for appointment to the DEC. Their applications and résumés are attached. If appointed, their terms will expire June 30, 2015.

<u>NAME</u>	<u>TITLE</u>	<u>DEC</u>	<u>NO</u>
Cynthia Grauvogl	RN	San Diego	10
Linda Quimby-McInnes	Public	North Central	12

NEXT STEP: Continue recruiting efforts

FINANCIAL IMPLICATION, IF ANY: None

PERSON TO CONTACT: Carol Stanford, Diversion Program Manager
(916) 574-7616

BOARD OF REGISTERED NURSING
Diversion/Discipline Committee
Agenda Item Summary

AGENDA ITEM: 8.4

DATE: November 16, 2011

ACTION REQUESTED: Information Only: Enforcement Division Statistics

REQUESTED BY: Dian Harrison, Committee Chair

BACKGROUND:

Attached you will find statistics for the Enforcement Division and the Diversion Program. Please review the information provided.

NEXT STEP: Updates will be provided to the committee and board at each meeting. Follow directions given by committee and/or board.

FINANCIAL IMPLICATION, IF ANY: None at this time

PERSON TO CONTACT: Kathy Hodge, Deputy Chief of Complaint Intake and Investigations
(916) 574-7678

Beth Scott, Deputy Chief of Discipline, Probation and Diversion
(916) 574-8187

Carol Stanford, Diversion Program Manager
(916) 574-7616

CALIFORNIA BOARD OF REGISTERED NURSING
ENFORCEMENT STATISTICS
September 30, 2011

STATISTICAL DESCRIPTION	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12*	Projected FY 2011-12
Complaints Received	3,361	3,900	5,794	7,483	7,977	1,721	6,884
Consumer Complaints	2,499	2,781	3,323	2,190	3,063	700	2,800
Convictions/Arrests	862	1,119	2,471	5,293	4,914	1,021	4,084
Referred to Diversion Program	367	332	400	604	368	126	504
Division of Investigation (Sworn)-Assigned	580	816	582	484	835	216	864
Division of Investigation Closed	491	771	748	1,015	716	138	552
Division of Investigation Pending	1,291	1,336	1,170	641	789	873	
BRN Investigations (Non Sworn)-Assigned				58	33	64	256
BRN Investigations Closed				14	53	4	16
BRN Investigations Pending				40	25	84	
BRN Desk Investigations Assigned	2,645	3,140	5,650	7,865	7,409	1,610	6,440
BRN Desk Investigations Closed	1,975	2,319	3,519	7,116	6,668	1,553	6,212
BRN Desk Investigations Pending	829	928	1,677	1,887	2,137	2,347	
Criminal Actions Filed	7	23	22	21	16	2	8
Total Cite and Fine Citations Issued	17	35	115	181	105	0	0
Referred to Attorney General	314	436	515	766	1,190	233	932
Cases Pending at Attorney General	604	599	692	838	1,198	1,129	
Petitions to Revoke Probation Filed	44	74	59	91	61	12	48
Accusations Filed	336	404	359	696	913	163	652
Statements of Issues Filed	22	16	14	13	52	29	116
Total Pleadings	314	494	432	800	1,026	204	816
Orders to Compel Examination (Sec. 820)	5	6	4	4	10	1	4
Interim Suspension Order	3	1	2	8	1	0	0
PC23	2	4	8	6	7	3	12
Applicant Disciplinary Actions:							
(a) License Denied	19	17	15	27	55	13	52
(b) License Issued on Probation	15	10	4	9	14	12	48
Total, Applicant Discipline	34	27	19	36	69	25	100
Licensee Disciplinary Actions:							
(a) Revocation	101	121	131	243	273	72	288
(b) Probation	120	131	139	176	267	73	292
(c) Suspension/Probation	6	10	6	1	6	0	0
(d) License Surrendered	67	73	79	92	155	41	164
(e) Public Reprimand/Reproval	9	3	8	12	37	40	160
(f) Decisions Other	3	1	5	2	5	1	4
Total, Licensee Discipline	306	339	368	526	743	227	908
Process Used for Discipline (licensees)							
(a) Administrative Hearing	44	38	56	58	102	29	116
(b) Default Decision	76	101	105	206	217	59	236
(c) Stipulation	186	200	207	262	424	139	556
Total	306	339	368	526	743	227	908

*Fiscal Year to Date

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11/01/2011

BOARD OF REGISTERED NURSING
ENFORCEMENT MEASURES
FOR ALL IDENTIFIERS
07/01/2011 THRU 09/30/2011

COMPLAINT INTAKE

COMPLAINTS	JUL-11	AUG-11	SEP-11	YTD
RECEIVED	267	265	168	700
CLOSED W/O INV ASSIGNMENT	85	35	58	178
ASSIGNED FOR INVESTIGATION	237	217	137	591
AVG DAYS TO CLOSE OR ASSIGN	13	13	20	15
PENDING	150	163	136	136
CONVICTIONS/ARREST REPORTS	JUL-11	AUG-11	SEP-11	YTD
RECEIVED	391	351	279	1021
CLSD/ASSGND FOR INVESTIGATION	356	382	326	1064
AVG DAYS TO CLOSE OR ASSIGN	13	16	14	14
PENDING	168	137	90	90
TOTAL INTAKE	JUL-11	AUG-11	SEP-11	YTD
RECEIVED	658	616	447	1721
CLOSED W/O INV ASSIGNMENT	88	63	74	225
ASSIGNED FOR INVESTIGATION	590	571	447	1608
AVG DAYS TO CLOSE OR ASSIGN	13	15	16	15
PENDING	318	300	226	226

INVESTIGATIONS				
DESK INVESTIGATIONS	JUL-11	AUG-11	SEP-11	YTD
ASSIGNMENTS	592	572	446	1610
CLOSED	468	526	554	1548
AVERAGE DAYS TO CLOSE	72	86	100	87
PENDING	2651	2565	2353	2353
FIELD INVESTIGATIONS:NON-SWORN	JUL-11	AUG-11	SEP-11	YTD
ASSIGNMENTS	10	22	32	64
CLOSED	0	2	2	4
AVERAGE DAYS TO CLOSE	0	727	633	680
PENDING	35	54	84	84
FIELD INVESTIGATIONS:SWORN	JUL-11	AUG-11	SEP-11	YTD
ASSIGNMENTS	33	110	73	216
CLOSED	47	44	47	138
AVERAGE DAYS TO CLOSE	493	400	412	436
PENDING	780	846	873	873
ALL INVESTIGATIONS	JUL-11	AUG-11	SEP-11	YTD
FIRST ASSIGNMENTS	593	572	448	1613
CLOSED	515	572	603	1690
AVERAGE DAYS TO CLOSE	110	113	126	117
PENDING	3466	3465	3310	3310
ALL INVESTIGATIONS AGING	JUL-11	AUG-11	SEP-11	YTD
UP TO 90 DAYS	382	380	372	1134
91 TO 180 DAYS	44	71	100	215
181 DAYS TO 1 YEAR	36	74	65	175
1 TO 2 YEARS	43	39	52	134
2 TO 3 YEARS	8	7	13	28
OVER 3 YEARS	2	1	1	4
CLOSED W/O DISCIPLINE REFERRAL	JUL-11	AUG-11	SEP-11	YTD
CLOSED	452	471	485	1408
AVERAGE DAYS TO CLOSE	89	87	103	93

ENFORCEMENT ACTIONS				
AG CASES	JUL-11	AUG-11	SEP-11	YTD
AG CASES INITIATED	56	82	95	233
AG CASES PENDING	1115	1110	1135	1135
SOIs/ACCUSATIONS	JUL-11	AUG-11	SEP-11	YTD
SOIs FILED	10	11	8	29
ACCUSATIONS FILED	61	60	54	175
SOI DECISIONS/STIPS	JUL-11	AUG-11	SEP-11	YTD
PROP/DEFLT DECISIONS	1	2	0	3
STIPULATIONS	2	4	4	10
ACC DECISIONS/STIPS	JUL-11	AUG-11	SEP-11	YTD
PROP/DEFLT DECISIONS	43	24	19	86
STIPULATIONS	48	47	44	139
SOI DISCIPLINARY ORDERS	JUL-11	AUG-11	SEP-11	YTD
SOI FINAL ORDERS (DEC/STIPS)	3	6	4	13
AVERAGE DAYS TO COMPLETE	427	388	344	384
ACC DISCIPLINARY ORDERS	JUL-11	AUG-11	SEP-11	YTD
ACC FINAL ORDERS (DEC/STIPS)	91	71	63	225
AVERAGE DAYS TO COMPLETE	608	638	746	656
TOTAL DISCIPLINARY ORDERS	JUL-11	AUG-11	SEP-11	YTD
TOTAL FINAL ORDERS (DEC/STIPS)	94	77	67	238
TOTAL AVERAGE DAYS TO COMPLETE	603	619	722	641
TOTAL ORDERS AGING	JUL-11	AUG-11	SEP-11	YTD
UP TO 90 DAYS	0	0	0	0
91 TO 180 DAYS	3	1	0	4
181 DAYS TO 1 YEAR	37	19	9	65
1 TO 2 YEARS	30	36	34	100
2 TO 3 YEARS	9	12	15	36
OVER 3 YEARS	15	9	9	33
SOIs WDRWN DSMSSD DCLND	JUL-11	AUG-11	SEP-11	YTD
SOIs WITHDRAWN	0	0	0	0
SOIs DISMISSED	0	0	0	0
SOIs DECLINED	0	0	0	0

AVERAGE DAYS TO COMPLETE	0	0	0	0
ACCUSATIONS WDRWN DSMSSD DCLND	JUL-11	AUG-11	SEP-11	YTD
ACCUSATIONS WITHDRAWN	4	1	0	5
ACCUSATIONS DISMISSED	3	0	1	4
ACCUSATIONS DECLINED	4	0	0	4
AVERAGE DAYS TO COMPLETE	958	146	701	876
NO DISCIPLINARY ACTION	JUL-11	AUG-11	SEP-11	YTD
CLOSED W/O DISCIPLINARY ACTION	4	8	1	13
AVERAGE DAYS TO COMPLETE	218	301	411	284
CITATIONS	JUL-11	AUG-11	SEP-11	YTD
FINAL CITATIONS	0	0	0	0
AVERAGE DAYS TO COMPLETE	0	0	0	0
OTHER LEGAL ACTIONS	JUL-11	AUG-11	SEP-11	YTD
INTERIM SUSP ORDERS ISSUED	0	0	0	0
PC 23 ORDERS ISSUED	0	1	2	3

PERFORMANCE MEASURES

	JUL-11	AUG-11	SEP-11	YTD
PM1: COMPLAINTS VOLUME	267	265	168	700
PM1: CONV/ARREST RPRTS VOLUME	391	351	279	1021
PM2: CYCLE TIME-INTAKE	13	15	16	15
PM3: CYCLE TIME-NO DISCIPLINE	89	87	103	93
PM4: CYCLE TIME-DISCIPLINE	587	589	718	623

PM1: COMPLAINTS VOLUME - PM1: CONV/ARREST RPRTS VOLUME
Number of Complaints and Convictions/Arrest Orders Received within the specified time period.

PM2: CYCLE TIME-INTAKE
Average Number of Days to complete Complaint Intake during the specified time period.

PM3: CYCLE TIME-NO DISCIPLINE
Average Number of Days to complete Complaint Intake and Investigation steps of the Enforcement process for Closed Complaints not resulting in Formal Discipline during the specified time period.

PM4: CYCLE TIME-DISCIPLINE
Average Number of Days to complete the Enforcement process (Complaint Intake, Investigation, and Formal Discipline steps) for Cases Closed which had gone to the Formal Discipline step during the specified time period.

**BOARD OF REGISTERED NURSING
DIVERSION PROGRAM
STATISTICAL SUMMARY
July 1, 2011 - August 31, 2011**

	CURRENT MONTHS	YEAR TO DATE (FY)	PROGRAM TO DATE
INTAKES COMPLETED	32	32	4,296
INTAKE INFORMATION			
Female	25	25	3,381
Male	7	7	915
Average Age	35-44		
Most Common Worksite	Hospital		
Most Common Specialty	Critical Care		
Most Common Substance Abused	Alcohol/Trazadone		
PRESENTING PROBLEM AT INTAKE			
Substance Abuse (only)	16	16	2,791
Mental Illness (only)	1	1	146
Dual Diagnosis	14	14	1,315
Undetermined	1	1	44
REFERRAL TYPE*			
Self	11	11	1,324
Board	21	21	2,972
*May change after Intake			
ETHNICITY (IF KNOWN) AT INTAKE			
Asian	1	1	86
African American	2	2	135
Hispanic	4	4	164
Native American	0	0	30
Pacific Islander	0	0	17
Caucasian	23	23	3,535
Other	1	2	63
Not Reported	0	0	266
CLOSURES			
Successful Completion	17	17	1,584
Failure to Derive Benefit	0	0	107
Failure to Comply	4	4	928
Moved to Another State	0	0	51
Not Accepted by DEC	1	1	45
Voluntary Withdrawal Post-DEC	5	5	292
Voluntary Withdrawal Pre-DEC	8	8	421
Closed Public Risk	7	7	222
No Longer Eligible	0	0	20
Client Expired	0	1	37
TOTAL CLOSURES	42	42	3,707
NUMBER OF PARTICIPANTS: 486 (as of August 31, 2011)			